

M E M O R A N D U M

Date: 6/5/2017
To: Supervisors and Managers of Behavioral Wellness and
Community Based Organizations
From: Quality Care Management
Subject: Process for Removing Staff from Note Review
CC:

The process to remove staff from note review is as follows:

1. The supervisor will ensure that the staff member is current on all documentation trainings.
2. The supervisor will ensure that staff's documentation is in compliance with most current Behavioral Wellness Documentation Policies and Procedures.
3. The supervisor will email QCM and request that the staff be evaluated to be removed from note review.
4. The QCM coordinator will review staff's documentation, documenting any feedback and indicating if each note is denied or approved.
5. The QCM coordinator will notify the supervisor of the outcome and provide the worksheet with feedback for staff.
6. The supervisor will review the feedback with staff.
7. If it is determined that staff can be removed from note review, the QCM coordinator will request that staff finalize any draft or pending notes. Once all notes are finalized, the QCM coordinator will alert MIS to remove the staff from note review.
8. If more than 2 notes are denied, the staff will not be approved to be removed from note review. The supervisor can request that staff be re-evaluated when notes are in compliance and no sooner than 30 days after initial review.

